

BEFORE THE TENNESSEE REGULATORY AUTHORITY AT

NASHVILLE, TENNESSEE

August 29, 2002

IN RE:

**REQUEST OF CABLE & WIRELESS USA, INC. FOR
APPROVAL OF CUSTOMER-NOTIFICATION LETTER**

**DOCKET NO.
02-00812**

ORDER APPROVING CUSTOMER NOTICE LETTER

This matter came before Directors Deborah Taylor Tate, Pat Miller, and Ron Jones of the Tennessee Regulatory Authority (the "Authority"), the voting panel assigned to this docket, at the regularly scheduled Authority Conference held on August 5, 2002 for consideration of the Application filed by Cable & Wireless USA, Inc. ("C&W") for approval of a customer notice letter pursuant to the provisions of Authority Rule 1220-4-2-.56(2)(d)(2).

Authority Rule 1220-4-2-.56(2)(d)(2)

Authority Rule 1220-4-2-.56(2)(d)(2) provides as follows:

(d) In the case of a transfer of a customer base between two or more telecommunications service providers, the Authority, upon petition by the acquiring telecommunications service provider, may deem that sufficient notice has been given and approval received from the affected customers when the following criteria are met:

...

2. A notification letter, pre-approved by the Authority, shall be mailed by U.S. First Class Postage by the telecommunications service provider being acquired to its customers describing the customer transfer and explaining that the customers' local or long distance service will be transferred to the acquiring telecommunications service provider by a certain date unless the customer selects another telecommunications service provider. This customer

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notification shall be mailed to the customers no less than thirty (30) days prior to the actual customer transfer. The notification letter required by the FCC may be used for the notification purposes of this part. The Authority may waive the thirty (30) day notice requirement of this part for good cause shown.

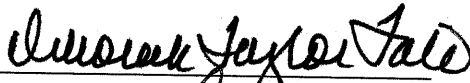
The Application


In the Application, which was filed on July 25, 2002, C&W requests that the Authority approve a proposed letter notifying its customers of the impending sale of its domestic long-distance business. A copy of the proposed customer notice letter is attached to the Application.

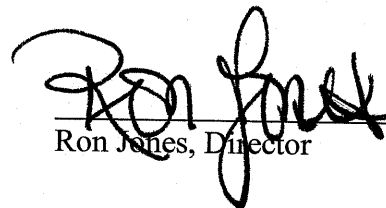
At the August 5, 2002 Authority Conference, the Directors voted unanimously to approve the proposed customer notice letter filed as an attachment to the Application on July 25, 2002.

IT IS THEREFORE ORDERED THAT:

The customer notice letter proposed by Cable & Wireless USA, Inc. is approved.


Deborah Taylor Tate, Director


Pat Miller, Director


Ron Jones, Director